CLAIMS

What is claimed is:

1. A method of testing a voice response system comprising:

establishing a voice link between a test system and the voice response system;

playing voice prompts to the test system over the voice link; and

sending execution information to the test system over the voice link.

2. The method of claim 1, wherein the execution information is specified using one or more dual tone multi-frequency signals.

3. The method of claim 2, wherein the execution information specifies information regarding execution of operational software of the voice response system.

4. The method of claim 1, further comprising speech recognizing voice prompts received from the voice response system.

5. The method of claim 4, further comprising comparing speech recognized voice prompts with expected voice prompts.

6. The method of claim 1, further comprising comparing execution information received from the voice response system with expected execution information.

7. A system for testing a voice response system comprising:

means for establishing a voice link between a test system and a voice response system;

means for playing voice prompts to the test system over the voice link; and

means for sending execution information to the test system over the voice link.

8. The system of claim 7, wherein the execution information is specified using one or more dual tone multi-frequency signals.

9. The system of claim 8, wherein the execution information specifies information regarding execution of operational software of the voice response system.

10. The system of claim 7, further comprising means for speech recognizing voice prompts received from the voice response system.

11. The method of claim 10, further comprising means for comparing speech recognized voice prompts with expected voice prompts.

12. The method of claim 7, further comprising means for comparing execution information received from the voice response system with expected execution information.

13. A machine readable storage, having stored thereon a computer program having a plurality of code sections executable by a machine for causing the machine to perform the steps of:

establishing a voice link between a test system and a voice response system;

playing voice prompts to the test system over the voice link; and

sending execution information to the test system over the voice link.

14. The machine readable storage of claim 13, wherein the execution information is specified using one or more dual tone multi-frequency signals.

15. The machine readable storage of claim 14, wherein the execution information specifies information regarding execution of operational software of the voice response system.

16. The machine readable storage of claim 13, further comprising speech recognizing voice prompts received from the voice response system.

17. The machine readable storage of claim 13, further comprising comparing speech recognized voice prompts with expected voice prompts.

18. The machine readable storage of claim 13, further comprising comparing execution information received from the voice response system with expected execution information.